

Troubleshoot Umbrella DNS Block Page Bypass Option on Block Page

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Introduction

This document describes how to troubleshoot the Umbrella DNS Block Page Bypass option not being visible on the Block page.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Umbrella DNS.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

You followed the Cisco Umbrella DNS instructions for [setting up a Block Page Bypass user](#), but the option still is not showing up when you are going to visit a site that you would like to be able to bypass.

Solution

Enable the user or bypass codes in the Policy:

1. Navigate to **Policies > Policy List** and expand the policy that you want to use for the bypass.

New Policy 1234

Applied To
0 Identities

Contains
3 Policy Settings

Last Modified
Sep 7, 2017

Policy Name

New Policy 1234

0 Identities Affected

0 AD Groups

Edit

5 Destination Lists Enforced

- 4 Block Lists
- 1 Allow List

Edit

Security Setting Applied: Default Settings

- Command and Control Callbacks, Malware, and Phishing Attacks will be blocked

Edit Disable

Umbrella Default Block Page Applied

Edit Preview Block Page

Content Setting Applied: High

- Blocks adult-related sites, illegal activity, social networking sites, video sharing sites, and general time-wasters.

Edit Disable

ADVANCED SETTINGS

DELETE POLICY

CANCEL

SAVE

115014830686

2. Under **Block Page Applied**, select **Edit**.

Set Block Page Settings

Define the appearance and bypass options for your block pages.

Use Umbrella's Default Appearance

Preview Block Page »

Use a Custom Appearance

Choose an existing appearance

BYPASS USERS

BYPASS CODES

CANCEL

SET & RETURN

115014831226

3. Expand **Bypass Users** and **Bypass Codes**.

BYPASS USERS

Select Users

CREATE NEW

Search Users

user

☒

New Bypass User

☐

New Bypass User 3

1 Selected

REMOVE ALL

New Bypass User

BYPASS CODES

Select Codes

CREATE NEW

Search Codes

☒

☒

7UK1F

1 Selected

REMOVE ALL

7UK1F

115014831086

4. Select the users and/or the codes that you want to use with the policy.

5. Select **Set & Return**.

Users with the correct credentials or codes can now bypass block pages.

Cause

To fully enable the Block Bypass Page option, the user (or Bypass code) must be enabled on the Policy.

Additional Information

[Enable Block Page Bypass in a Policy](#)